

PATENT

B. AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method of providing a user with a password, said method comprising:
receiving a call from the user;
receiving one or more spoken words from the user;
authenticating the received words using a voice signature corresponding to the user; and
resetting the password in response to authenticating the received words; and
delivering the password to the user in response to
authenticating the user resetting the password.
2. (Original) The method as described in claim 1 further comprising:
receiving an identifier corresponding to the user; and
validating the user based upon the identifier.
3. (Cancelled)
4. (Original) The method as described in claim 1 further comprising:
retrieving one or more system names in response to authenticating the user;
receiving one or more selections from the user, wherein each selection corresponds with one of the system names; and
delivering the passwords corresponding to the one or more selected systems to the user.
5. (Original) The method as described in claim 1 wherein the delivering is selected from the group consisting of

Docket No. RSW920000186US1

Page 2 of 10
Arnold - 09/827,079

Atty Ref. No. IBM-R102

PATENT

recording the password on a voice mail account corresponding to the user, sending the password to an email account, telephoning a predetermined telephone number and audibly providing the password, providing the password to a wireless device, mailing the password to a predetermined postal address, and providing the password to the user during the call.

6. (Original) The method as described in claim 1 further comprising:
prompting the user for one or more random words, wherein the received spoken words are in response to the prompting.
7. (Original) The method as described in claim 1 further comprising:
logging data corresponding to the call in response to not authenticating the user.
8. (Original) The method as described in claim 1 further comprising:
receiving an identifier corresponding to the user; and retrieving the voice signature from a data store including one or more voice signatures based on the received identifier.
9. (Original) The method as described in claim 1 further comprising:
receiving a voice input from the user prior to receiving the call;
determining the voice signature based upon the voice input;
and
storing the voice signature.

Docket No. RSW920000186US1

Page 3 of 10
Arnold - 09/827,079

Atty Ref. No. IBM-R102

PATENT

10. (Original) The method as described in claim 1 further comprising:
logging information corresponding to the call in an audit data store.
11. (Original) An information handling system comprising:
one or more processors;
a memory accessible by the processors;
a telephone interface accessible by the processors;
a nonvolatile storage device accessible by the processors;
and
a password reset tool for providing a user with a password,
the password reset tool including:
means for receiving a call from the user to the telephone interface;
means for receiving an identifier corresponding to the user;
means for receiving one or more spoken words from the user;
means for retrieving a voice signature corresponding to the user from the nonvolatile storage device;
means for authenticating the received words using a voice signature corresponding to the user; and
means for delivering the password to the user in response to authenticating the user.
12. (Original) The information handling system as described in claim 11 further comprising:
means for retrieving one or more system names in response to authenticating the user;

Docket No. RSW920000186US1

Page 4 of 10
Arnold - 09/827,079

Atty Ref. No. IBM-R102

PATENT

means for receiving one or more selections from the user,
wherein each selection corresponds with one of the
system names; and
means for delivering the passwords corresponding to the one
or more selected systems to the user.

13. (Original) The information handling system as described in claim 11 further comprising:
means for prompting the user for one or more random words,
wherein the received spoken words are in response to
the prompting.
14. (Original) The information handling system as described in claim 11 further comprising:
means for logging data corresponding to the call in
response to not authenticating the user.
15. (Original) The information handling system as described in claim 11 further comprising:
means for receiving a voice input from the user prior to
receiving the call;
means for determining the voice signature based upon the
voice input; and
means for storing the voice signature.
16. (Currently Amended) A computer program product for
providing a user with a password, said method comprising:
means for receiving a call from the user;
means for receiving one or more spoken words from the user;
means for authenticating the received words using a voice
signature corresponding to the user; and
means for resetting the password in response to
authenticating the received words; and

Docket No. RSW920000186US1

Page 5 of 10
Arnold - 09/827,079

Atty Ref. No. IBM-R102

PATENT

means for delivering the password to the user in response
to authenticating the user resetting the password.

17. (Original) The computer program product as described in
claim 16 further comprising:

means for receiving an identifier corresponding to the
user; and

means for validating the user based upon the identifier.

18. (Cancelled)

19. (Original) The computer program product as described in
claim 16 further comprising:

means for retrieving one or more system names in response
to authenticating the user;

means for receiving one or more selections from the user,
wherein each selection corresponds with one of the
system names; and

means for delivering the passwords corresponding to the one
or more selected systems to the user.

20. (Original) The computer program product as described in
claim 16 wherein the means for delivering is selected from
the group consisting of means for recording the password on
a voice mail account corresponding to the user, means for
sending the password to an email account, means for
telephoning a predetermined telephone number and audibly
providing the password, means for providing the password to
a wireless device, means for mailing the password to a
predetermined postal address, and means for providing the
password to the user during the call.

PATENT

21. (Original) The computer program product as described in claim 16 further comprising:
prompting the user for one or more random words, wherein the received spoken words are in response to the prompting.
22. (Original) The computer program product as described in claim 16 further comprising:
means for logging data corresponding to the call in response to not authenticating the user.
23. (Original) The computer program product as described in claim 16 further comprising:
means for receiving an identifier corresponding to the user; and
means for retrieving the voice signature from a data store including one or more voice signatures based on the received identifier.
24. (Original) The computer program product as described in claim 16 further comprising:
means for receiving a voice input from the user prior to receiving the call;
means for determining the voice signature based upon the voice input; and
means for storing the voice signature.
25. (Original) The computer program product as described in claim 16
means for logging information corresponding to the call in an audit data store.

Docket No. RSW920000186US1

Page 7 of 10
Arnold - 09/827,079

Atty Ref. No. IBM-R102

PATENT

26. (Original) The computer program product as described in claim 16 further comprising:
means for receiving an identifier corresponding to the user; and
means for identifying the password based upon the identifier.

Docket No. RSW920000186US1

Page 8 of 10
Arnold - 09/827,079

Atty Ref. No. IBM-R102